BC HOUSING

JOB DESCRIPTION

MANAGEMENT EXCLUSION

1. Position No.	2. Descriptive Working Title		3. Present Classification
82206, 82411	Senior Manager, Supportive Housing Delivery (Assigned Region)		Excluded Mgmt
4. Branch	5. Department	6. Work Location	Date
OPERATIONS	Supportive Housing Delivery – Assigned Region	Hybrid – Site Central	Nov 2023, Revised August 2025
7. Supervisor's Position No.	8. Descriptive Work Title of Supervisor		9. Classification of Supervisor
Various	Various		Excluded Mgmt

POSITION SUMMARY

Reporting to the assigned Supervisor the Director, Supportive Housing Delivery supports service delivery of Supportive Housing programs and operations in the assigned region and assists the in the oversight of Non-Profit Housing.

He/She/They liaises with various external stakeholders including sponsoring Ministries, municipal officials, health authorities and assists in the identification and resolution of programs and services within the assigned region. The position oversees Supportive Housing Advisors (SHAs) and or Non-Profit Portfolio Managers (NPPM) within the assigned region, providing guidance and advise on funding decisions and reviewing financial concerns and escalations.

The position partners with internal stakeholders to support new projects, renewal/redevelopment of existing non-profit projects and supports related communication strategies.

MAJOR RESPONSIBILITIES (Focus of duties may vary depending on the region of the position)

1. Collaborates in the oversight of Non-Profit Housing providers including budgets, subsidies, property management and housing support services in the assigned region, escalating issues as needed.

2. Liaises with sponsoring Ministries, municipal officials, health authorities, local/provincial and federal governments, and tenant and community groups and supports in the identification and resolution of issues that impact the provision of programs and services within the area.

3. Partners in the provision of direction and support to Boards of Directors and Executive Directors of Non-Profit Societies regarding appropriate Board Governance, budgeting, building maintenance, staffing, operational procedures, procurement, and resolution of various operating and tenant relations issues; oversees the negotiation of annual budgets and replacement reserve expenditures and Maintenance & Improvement plans; approves final budgets within spending authority limits.

4. Oversees and approves operational reviews of assigned non-profit providers, and ensures recommendations are implemented in accordance with requirements. Recommends additional detailed reviews where financial performance of service providers is a concern advises non-profit boards and management to ensure their continued and sustainable success.

5. Approves the financial performance reviews of housing providers in assigned region and escalates red flags as needed to ensure societies are funded at an appropriate level. Partners with management to ensure appropriate resources are provided for Non-Profit service providers with elevated risk ratings, escalating financial reviews where significant or time sensitive concerns are noted.

6. Assists in the provision of property management and housing support services delivered by various non-profit organizations in the assigned region on behalf of BC Housing. Provides information and reports as required for the

effective planning, implementation and monitoring of the Commission's housing programs. Oversees the provision of property management and housing support services delivered by various non-profit organizations in the assigned region on behalf of BC Housing

7. Assists in the administrative and financial oversight of supportive programs and services including but not limited to the Emergency Shelter Program, Extreme Weather Program, Homelessness Prevention Program and Homeless Outreach Program delivered by non-profit societies/service providers, providing direction as necessary to ensure program goals are achieved.

8. Develops and maintains positive working relationships with non-profit service providers, their boards and BC Housing staff in Operations, Finance and Audit Services in undertaking the role and meeting objectives. Builds strong relationships and promotes partnerships with housing and service providers primarily located in assigned region that explore strategic approaches for responding to the housing needs of vulnerable populations in the area and represents BC Housing in various joint initiatives with community partners.

9. Partners with Development and Asset Strategies (DAS) to support renewal/redevelopment of existing non-profit projects and contributes to the planning of new non-profit projects and the execution of Operating Agreements. Collaborates with Corporate Communications in the development of related communication strategies in the assigned areas.

10. Oversees and provides input to the SHAs and or NPPMs on the training of housing providers, development of first-time budgets, replacement reserve schedules, and related recommendations.

11. Partners with provincial program teams including Coordinated Access and Assessment (CAA), Homeless Individuals and Families Information System (HIFIS) as required.

12. Reviews and provides recommendations to improve and create efficiencies in Operations processes and procedures.

13. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion, and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.

14. Maintains an awareness of trends and developments in the delivery of social housing and support services to vulnerable populations and of emerging issues within the area, assesses their potential impact on the mandate of BC Housing, identifies opportunities and actions that need to be taken to meet objectives and facilitate effective operations, and provides recommendations for proposed policies, programs, and courses of action.

15. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations, and participating in task forces, project teams, community engagement sessions and committee work.

ORGANIZATION

The Director, Supportive Housing Delivery (Assigned Region) reports to the assigned Supervisor

The position supervises a team of staff, including excluded and bargaining unit employees.

QUALIFICATIONS

Education, Experience and Occupational Certification

Bachelor's degree in commerce, Business Administration, Public Administration, Finance, or a related field.

Considerable experience in residential property management for vulnerable populations and the development and delivery of programs and services related to the housing of vulnerable populations with a history of trauma, mental illness, and addictions, including property management services.

Considerable experience in managing operating budgets and financial statements for not-for-profit societies.

Or an equivalent combination of education, training, and experience acceptable to the Employer.

Tier I CRC required.

Knowledge, Skills, and Abilities

Core Competencies:
- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Leadership Competencies:
- Alignment & Results
- Team Development
- Relationship Building/Management

- Considerable knowledge and understanding of the philosophies, practices and standards relating to social housing program design, development, implementation, and evaluation.
- Considerable knowledge of property management, including procurement policies and procedures that ensure transparency and demonstrated value for money.
- Considerable knowledge of financial, accounting and reporting systems, processes, and controls.
- Excellent planning, organizational and leadership skills.
- Excellent written and verbal communication, negotiation, conflict resolution, problem-solving, presentation and interpersonal skills.
- Ability to learn and understand the Commission’s mandate, programs, operating requirements, strategic objectives, and the socio-political environment in which BC Housing operates.
- Ability to understand and keep current with emerging issues and trends in the community.
- Ability to analyze complex financial matters, assess financial performance, develop, and present courses of action to improve results.
- Ability to exercise discretion, tact, diplomacy, and good judgement.
- Ability to establish and maintain constructive working relationships with housing providers, service providers, sector organizations, community groups, government agencies and other stakeholders, and resolve sensitive issues.
- Ability to lead, coach and motivate staff in a team environment.